

I appreciate VRS very much, especially since my hearing children would chat with me longer than through relay service which they strongly dislike. But it would be better if we could have 24/7 service and better technology--no more blurry picture which looks like puzzle pieces falling apart. Occassionally we wait about 5 or 10 minutes before an interpreter would get on. So we really need more reimbursements for improved technology and more interpreters. thank you.
Sincerely, Susan Stokes